

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 000115  
Grade 30**

**SENIOR/LEAD PERFORMANCE MANAGEMENT AND DATA ANALYST**

**DEFINITION OF CLASS:**

This is senior or lead worker professional work in performance management and data analysis for the Office of the County Executive at Montgomery County Government. Employees in this class serve as either senior analysts with responsibility for performing the most complex, politically sensitive or high profile data analytics work, often taking the lead on cross-functional or multi-agency projects **or** as lead workers with responsibility for providing technical direction and guidance to less experienced Performance Management and Data Analysts. As senior analysts, employees are assigned the most complex, largest and challenging portfolio of county departments and/or agencies. They serve as subject matter experts and key points of contact for projects in the areas of responsibility. As lead workers, employees provide technical advice and guidance to less experienced Performance Management and Data Analysts and may review their completed work products. Lead workers may delegate certain assignments but do not assume full supervisory responsibility for other employees.

Employees in this class engage in challenging performance management and data analysis work involving the analysis and interpretation of large datasets and diverse types of information. They provide solutions that assist assigned departments and agencies in meeting established performance and operational goals. Work contacts include the County Executive, elected officials, department and division directors, program managers, County fiscal and policy staff, external vendors, staff from County agencies, peers and contacts in external private and public organizations and industry resources. The nature and purpose of interactions involve the exchange of routine and non-routine information, facilitating the resolution of issues with significant operational implications, persuading staff within the assigned departments to adopt new methods and viewpoints; providing technically authoritative advice and guidance to all colleagues and presenting complex information before diverse audiences. Employees are expected to speak before the County Executive and other officials, citizen groups and the public regarding controversial, sensitive or high profile issues and topics as well as disseminating basic programmatic, fiscal and operational information. The work of this class does not require employees to provide direct public service or assistance on a one-to-one basis.

Duties and responsibilities of this class span a wide variety of programmatic, policy and performance management issues and projects. Employees in this class perform the full range of data analytics and performance management work with significant independence. Employees receive managerial direction from the supervisor who defines the general objectives to be accomplished. Completed work is accepted as technically authoritative. Guidelines in the form of broad policy statements or legislative directives are available but require significant interpretation by the employee in this class. The complexity of the work derives from challenges encountered in the variety, volume and disparities of data and information received; the need to

identify operational and performance deficiencies, patterns and trends that should be addressed and the need to make sound recommendations based on the analysis of conflicting, competing or incomplete information or priorities, need to design innovative approaches or solutions and the need to provide interpretation of guides in challenging circumstances. The scope of the employee's decision making is considerable in that departments, agencies and the County as a whole may be affected. Work is performed in a comfortable office environment with occasional site visits to County facilities. Employees may be subject to various work demands such as high volumes of work and tight deadlines.

### **EXAMPLES OF DUTIES: (Illustrative Only)**

#### As a senior analyst:

- Serves as project leader, subject matter expert or key point of contact for the most complex issues within the area of expertise/responsibility.
- Assumes responsibility for an array of complex multi-department/multi-agency projects and cross functional initiatives by coordinating efforts among multiple organizations and staff, leading meetings, monitoring progress of action items and developing end products and deliverables.

#### As a lead worker:

- Reviews the completed work of less experienced Performance Management and Data Analysts.
- Provides technical advice and guidance to less experienced Performance Management and Data Analysts.
- Assumes responsibility for a complex assignment portfolio of significant magnitude and complexity.

#### Both Roles:

- Provides training to both internal staff as well as department/agency management, fiscal and program representatives on a variety of programmatic, operational and data management topics and issues.
- Represents the Executive Branch at public hearings, Council committee sessions, and Council meetings by providing information on complex, high-profile or controversial issues.
- Collects, analyzes and interprets a diverse range of data and information from County departments, information systems and other sources to identify opportunities for enhanced productivity and efficiency in discrete and/or cross-cutting management programs and operations.
- Designs and executes projects using qualitative and quantitative investigative techniques, fact finding methods such as interviews, performance evaluations, statistical analysis, surveys, site visits and observations.
- Conducts in-depth studies and analyses of large or complex datasets to uncover performance trends using a variety of tools and systems including business intelligence software, customer relationship management software, geospatial mapping software, open data platforms, statistical analysis applications, data integration and manipulation tools and techniques.
- Establishes performance metrics and works with departments to identify problem areas and potential solutions.
- Organizes and manages the development of performance plans to ensure that plans align with County Executive priorities.

- Recommends and implements data driven solutions to meet desired outcomes.
- Develops or participates in the development of logical business models, relational databases and other data repositories.
- Works with departments to identify best practices, resources and alternatives to meeting objectives, timeliness and transparency of data.
- Synthesizes and communicates complex ideas and information to department managers and program managers and other staff and program stakeholders by developing user friendly presentations; dashboards, applications, online performance metrics and reports.
- Advises the Chief Administrative Officer on organizational and operational performance trends, challenges and issues during regularly scheduled meetings.
- Makes presentations and facilitates meetings with diverse audiences.
- Makes recommendations to the Chief Administrative Officer, the Assistant Chief Administrative Officer and department directors to include options and alternatives to improve policies and programs in a fiscally responsible manner.
- Establishes and maintains collaborative relationships with assigned departments and facilitates resolution of cross cutting issues.
- Provides technically authoritative advice and guidance to assigned departments in the analysis and interpretation of program, operations and service area data.
- Culls information through benchmarking and best practices activities by attending meetings, conferences and networking with peers and subject matter experts.
- Performs related duties.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the principles, practices, methods and techniques of quantitative and qualitative analysis, performance measurement and management policy analysis, program evaluation and process improvement.
- Knowledge of the technology, methods and tools used in data gathering, data analysis and interpretation.
- Skill in critical thinking and problem solving to reconcile conflicting or ambiguous data and information and identify key interrelationships and trends in received information and data.
- Skill in facilitating the problem resolution among groups of individuals with divergent viewpoints and interests.
- Skill in comprehending and analyzing multiple organization operations and structures and making technically and fiscally sound recommendations.
- Skill in presenting and communicating complex ideas and information to department managers and program managers and other staff and program stakeholders by developing user friendly presentations; dashboards, applications, online performance metrics and reports.
- Ability to use automated systems, technology and software as tools for analyzing data and information.
- Ability to train and provide guidance to less experienced Performance Management and Data Analysts.
- Ability to establish and maintain effective working relationships.
- Ability to work tactfully and equitably with people.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

**MINIMUM QUALIFICATIONS:**

**Experience:** Five (5) years of professional experience performing data analysis and interpretation, program evaluation and/or process improvement in an academic, data administration or business data analytics environment.

**Education:** Graduation from an accredited college or university with a Bachelor's Degree in Information Systems, Information Technology, Computer Science, Operations Research, Business Administration, Economics, Public Administration, Public Policy, Management, Finance, Statistics, Engineering or related field.

**Equivalency:** (1) An equivalent combination of education and experience may be substituted.

(2) Possession of a graduate degree in one of the above fields may be substituted for one year of the required experience.

**LICENSE:** None.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period

**MEDICAL EXAM PROTOCOL:** Medical History Review

**Class Established:** April, 2017

**Revised:** July 2017